



## General Manager

### Accu Trak Tool Corporation

Accu Trak Tool Corporation invites applications, expressions of interest, and nominations for the role of General Manager.

This is an exciting opportunity for an experienced mechanical or manufacturing engineer to provide hands-on leadership for engineering and overall operational performance at the largest and most successful knurling manufacturer in the world.

### About Accu Trak Tool Corporation

A small company with a global reach, Accu Trak Tool Corporation is the world's leading designer and manufacturer of precision knurling tools. We provide companies across five continents with the highest quality knurling wheels and holders made at our location in central Massachusetts. Our 40-year record of success is based on our extensive expertise in knurling applications and commitment to providing the best knurling engineering support available.

Instead of merely manufacturing products for wholesale distributors, we work directly and closely with thousands of companies worldwide. Our knowledgeable onsite team takes a personalized approach to understanding and addressing each customer's unique needs. We help customers select the best tools for their jobs, provide guidance with running complex operations and custom-design knurling tools for every conceivable knurling application. Because our customers span in all industries in which knurling is used—including the medical, scientific, aerospace, automotive, military and defense, technology, electronics, hardware, sporting goods, and jewelry industries—we have the most extensive knowledge of knurling solutions in the world. Our ability to help the end user achieve accurate results and a superior finished product with their knurling applications is why so many of our customers have been with us for decades and rely on us as an extension of their engineering, manufacturing, and quality assurance teams.

Our exceptional customer support and product quality is paired with the fastest delivery times available. Because we hold the world's largest stock of knurling tools in both inch and metric series, we can typically offer same-day shipping for any standard knurling tool. Our turnaround times for custom-designed tools are also the best available.

The strong value that we place on relationships extends also to our approximately two dozen employees. We are a family-friendly company with an exceptional record of employee retention, and we are proud to be a market leader in employee benefits and compensation.

Learn more about Accu Trak Tool Corporation at [www.accu-trak.com](http://www.accu-trak.com).

## Our Location



Our location in central Massachusetts offers the best of rural and urban New England. Cherry Valley is district town of Leicester, Massachusetts, a small town with abundant natural beauty, yet we are located less than two miles from the city of Worcester. The Worcester Regional Airport and the entrance to the Mass Pike (Interstate 90) are approximately 10-minutes by car.

The ample options for housing within a 15-minute commute include newly constructed single-family homes in planned developments, historic farmhouses with ample acreage, and condos and houses in a walkable urban neighborhood or town center.







Worcester, Massachusetts



Union Station, Worcester

# The Role of General Manager

Reporting to the Chief Executive Officer, the General Manager (GM) oversees the company's overall operations, serves as the face of the company with our global base of customers, and plays an active, hands-on role in the engineering and technical support that defines our unique value to our customers.

The GM will work collaboratively with the experienced leaders of each department to ensure effective operations across sales, engineering, purchasing, materials management, maintenance, tooling, manufacturing, production scheduling, stock management, quality assurance, and safety of facility operations. The GM drives collaboration and communication company-wide to support the staff in achieving company goals for quality, lead-time/delivery, customer service, productivity, resource utilization, safety, employee engagement, and organizational culture.

Engineering leadership and technical customer support is a critical component of the GM role. The GM spends a significant portion of time working directly with customers to provide technical guidance and design effective solutions for their knurling needs.

Success in this role is measured through the key performance indicators such as production output, quality metrics, customer retention and satisfaction, cost efficiency, employee engagement, and overall operational and financial performance.

Responsibilities of the General Manager include:

- **Strategic business and customer management:** Making and executing strategic decisions that ensure we remain supplier of choice to our customers by instilling a culture of delivering a quality product on time, every time and superior customer service.
- **Developing supportive working relationships** with the engineering, sales, manufacturing, and fulfillment teams and other leadership within the organization.
- **Engaging in technical discussions with customers,** designing customized knurling solutions for customer challenges, resolving customer issues, and ensuring that customer requirements are met in the manufacturing processes.
- **Developing, implementing, and overseeing an operational plan** that addresses staff development, safety, operational excellence, quality improvement, financial performance, delivery, and quality of service. Addressing operational challenges.
- **Overseeing project planning, scheduling, and execution** to ensure timely and efficient delivery of products while meeting quality standards.
- **Addressing customer issues with product design and applications** by leveraging exceptional analytical and problem-solving skills and working collaboratively with the manufacturing team.

- **Leading process improvement and innovation initiatives** to enhance productivity, efficiency, and quality across company operations.
- **Providing mentorship to rising talent** and leading a culture of learning, innovation, coaching, succession planning, reward, recognition, respect, and professionalism.
- **Modeling company values** and guiding principles.
- **Overseeing compliance with safety standards and environmental regulations** to ensure that all processes and operations meet applicable safety and environmental standards and provide guidance on how to address compliance practices and improve compliance challenges.

## Desired Qualifications and Characteristics

### Minimum Qualifications

Candidates for this role must have:

- A bachelor's degree in mechanical engineering or manufacturing engineering from an accredited university.
- At least 8 years of relevant engineering experience in a manufacturing environment with at least 5 years in a managerial role.

### Preferred Qualifications

The ideal candidate will meet all minimum qualifications and possess the following attributes:

#### Engineering and Technical Skills and Experience

- Proven record of working collaboratively to solve mechanical/manufacturing engineering challenges in a broad range of applications/industries. Experience with knurling is a plus but not required if the candidate has other relevant experience.
- Exceptional analytical and problem-solving skills.
- Strong knowledge of design for assembly, including but not limited to feature design, sizing, and tolerances.
- In-depth understanding of manufacturing processes, compliance standards, and industry regulations and experience driving operational excellence.
- Working knowledge of CNC machinery, Universal Robotics, Surface and Internal Grinding Machinery, and Vacuum Heat-Treating processes.
- Proficiency CAD software suites, such AutoCAD Mechanical, Autodesk Inventor, and SolidWorks.
- Familiarity with GibbsCAM 2025, ProCAM, or similar manufacturing (CAM) computer-aided software suites used for programming CNC machine tools, including mills, lathes, multitask machines, and Swiss machinery.

- Strong blueprint interpretation skills, tolerance specifications knowledge, and GD&T expertise. Ability to use an Optical Comparator and other measuring device tools.

#### Leadership Skills and Experience

- Strong collaborative leadership skills based in excellent analytical and problem-solving abilities. The ideal candidate will be a servant leader who enjoys working collaboratively with people in many different roles.
- Ability to build, mentor, and retain high-performing teams across multiple functions.
- Strong business acumen and record of progressive responsibility and demonstrated success in process optimization, team management, and project execution.
- Excellent organizational and time management skills and the ability to manage multiple priorities and adapt to change.

#### Interpersonal and Communication Skills

- Strong interpersonal skills and the ability to establish relationships and collaborate effectively with people from a many different backgrounds—including customers in different industries and countries and the machinists, engineers, fulfillment, and operations staff who each play a different yet critical role in the company's success.
- A professional and customer-focused demeanor and ability to act with grace under pressure.
- Ability to manage conflict and achieve alignment across stakeholders.
- Strong written and verbal communication skills including the ability to communicate highly technical information clearly, concisely, and accurately for a diverse set of customer contacts.

#### Other Professional Qualifications

- Proficiency in Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook.
- Knowledge of state and federal OSHA, Environmental and Safety Compliance Regulations.
- A master's degree is a plus but not required.

#### **Position Status and Physical Requirements**

This is a full-time onsite position requiring onsite presence from 8:00 am through 5:00 pm Mondays through Fridays. In special, infrequent circumstances, presence onsite may be required from 7:00-8:00 am or after 5:00 pm. Occasional offsite work may be required to assist customers.

This job operates primarily in a professional office environment and occasionally involves time on the manufacturing floor. The position involves regular use of standard office equipment such as computers, phones, filing cabinets, and photocopiers.

### **Compensation and Benefits**

Individual compensation will be determined by skills, qualifications, experience, and current market conditions. In addition to a competitive base salary, compensation for this role includes discretionary bonuses and incentives based on profitability and a generous, market-leading benefits package that includes medical and dental insurance, paid time off, a profit-sharing retirement plan, short- and long-term disability benefits, and company-paid life insurance.

### **Application**

Expressions of interest and nominations are being accepted and will continue until the position is filled.

If you have questions about this position or would like to make a confidential inquiry or nomination, please contact Jennifer Mason at [jennifer@jennifermasonconsulting.com](mailto:jennifer@jennifermasonconsulting.com).

To apply, please email a resume and a letter of interest to [Recruiting@accu-trak.com](mailto:Recruiting@accu-trak.com).

**Jennifer Mason, PhD**

*Executive Search Consultant*

Jennifer Mason Consulting

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Accu Trak Tool Corporation is an equal opportunity employer and afford equal opportunity to all qualified applicants for consideration in all positions without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, status as a protected veteran or any other status protected under local, state or federal laws.